

# CHOOSE TO WORK- MAKING A REFERRAL

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**INTRODUCTION:** When a customer with a disability has been identified as needing additional services to obtain employment beyond the traditional services provided by DWS and USOR, a referral should be made to the Choose To Work Program. This program provides a service that is primarily a job development function for customers who are DWS intensive service/and or Vocational Rehab case-managed customers. It is a service provided to an intensive service case. The priority is FEP customers but other intensive service cases can be served (i.e. GA, FS E&T, Profiled Cases, Training Cases). Two levels of Choose To Work services have been established. To determine an appropriate referral use the following guidelines.

## 1. Determine the level of service appropriate for the customer.

- Choose To Work Assisted Primary Services.
  - CTW Staff assistance to utilize traditional services, such as job boards, newspaper job search, newspaper ads, self-directed job searching, resume writing, interviewing, teaching self-job development, or other job seeking skills.
- Choose To Work Expanded Services.
  - Choose To Work Specialist to provide services to help obtain employment.
    - ▶ Individualized job development.
    - ▶ Advocate for customer with employer.
    - ▶ Pave way to achieve an interview with employer.

**NOTE:** Customers can be enrolled at any level based on their need. A customer can be enrolled in primary services or moved directly to expanded services.

## 2. Consider the following areas when making a referral.

- Does the customer have an impediment to employment due to a disabling condition(s) or barriers?
- Does the customer have a viable job goal?
- Is the customer ready to go to work in a job that will commensurate with the stated goal?

- This does not include temporary employment while the customer is progressing toward the job goal, such as summer employment for students.
- Does the customer require individualized job placement services to include job development with employers?
- Examples of customers appropriate for referrals:
  - An individual who is deaf and communicates through sign language.
  - An individual who uses a wheel chair for mobility.
  - An individual with mental illness who may need job accommodations.
  - An individual with a chronically poor job history because of a disabling condition who cannot self-advocate.

### **3. Complete the Case Staffing process for the referral to verify the need for Choose To Work services.**

- The case staffing will include the Choose To Work Employment Specialist and the referring counselor. The process may also include the customer.
  - This can be completed through verbal communication, through a formal case staffing or by telephone.
- The case staffing will be a discussion regarding the following referral guidelines:
  - The referral is from a DWS Employment Counselor or a USOR Vocational Rehabilitation Counselor.
  - Receipt of a completed Utah's partnership Referral For Services Form 300 or the UWORKS generated Form 360.
    - ▶ An authorization for Release of Information must be obtained for the VR referral.
  - Review if customer being referred is believed to be a person with a disability with a discussion as to why the individual can benefit from specialized job development and placement services.
  - Determine if the employment goal is appropriate for the customer. The employment goal must be documented in the applicant's DWS Employment Plan and/or the USRO Individualized Plan.
  - Determine if the customer is job-ready and willing to work.

- ▶ Discuss the applicant's ability to perform the essential functions of the job.
- ▶ Identify and problem-solve any issues that may impact the person's ability to work.

**NOTE:** Social Workers in the Employment Center can assist Employment Counselors in identifying mental disabilities and developing appropriate employment plans for FEP customers.

#### **4. Accept or decline the applicant into the Choose To Work Program.**

- Acceptance into the Choose To Work Program will be completed in a timely manner but must occur within 30 working days of receipt of the Form 360.
  - Narrate the decision in UWORKS.
  - Complete customer registration in UWORKS using the procedure titled Choose To Work – Registration And Tracking.
  - A decision not to accept a customer into the Choose To Work program must also be determined within 30 working days. When the customer is not accepted into the program, the Choose To Work Employment Specialist will notify the referring counselor within 30 working days.
  - The Choose To Work Employment Specialist will work with the referring counselor to identify the areas in which to assist the customer. This can include:
    - ▶ Assisting the referring counselor in identifying necessary services for the applicant to obtain the identified job.
    - ▶ Provide assistance to the referring counselor in working together to determine an appropriate employment goal or alternative services.
  - Narrate the Choose to Work decision in UWORKS.